

### Answers to the most common questions regarding Outlook Web Access (OWA)

- [Is accessing my e-mail over the Internet secure?](#)
- [How do I get this access?](#)
- [I do not want the ability to access my ADOT mailbox over the Internet.](#)
- [Why am I always prompted for a certificate when accessing OWA?](#)

- **Is accessing my e-mail over the Internet secure?**

PC/LAN has made OWA a secure means to access your ADOT mailbox using firewalls and SSL among other components and software. However IT IS YOUR RESPONSIBILITY TO LOGOFF when using a public computer.

- **How do I get this access?**

You will automatically have this access when your Exchange server is upgraded from Exchange 5.5 to Exchange 2003. There is no Support Call to place, no paper work to fill out - you will be notified when your server has been upgraded.

- **I am not comfortable with the fact that my ADOT mailbox can be accessed over the Internet.**

While PC/LAN has made this a secure means to access your mailbox we do understand that this option is not for everyone. You can request to have this option disabled on your mailbox by contacting the ADOT Support Desk. Please note that disabling OWA affects both internal and external access. If you change your mind later on, open another support call to request the OWA option be re-enabled.

- **Why am I always prompted for a certificate when accessing OWA?**

ADOT does not use a public certificate server for OWA, therefore your browser is unable to verify the validity of it. You may install the certificate on your home or ADOT owned computer by clicking the "Install OWA Certificate" link on the OWA logon page. Doing this will bypass the certificate prompt.

#### INSTRUCTIONS TO INSTALL OWA CERTIFICATE

- Double-click **Install OWA Certificate** link on the OWA logon page.
- When certificate information appears, select **Install Certificate**
- On Certificate Store page select "**Place all certificated in the following store**"
- Select **Browse**
- Select **Trusted Root Certification Authorities**
- Finish install using default settings.